

**Levels of Disaggregation:**

Orders are measured according to how the Service Order was received via Ameritech (i.e., electronically or manually) and are included in these disaggregations regardless of how they are processed. Ameritech will measure unsolicited FOCs as jeopardies

**Manual Requests:**

- Simple Residence and Business LNP Only (1-19 Lines) < 24 Clock Hours
- LNP with Loop (1-19 Loops) < 24 Clock Hours
- Simple Residence and Business LNP Only (20+ lines) < 48 Clock Hours
- LNP with Loop (20+ Loops) < 48 Clock Hours
- LNP Complex Business (1-19 Lines) < 24 Clock Hours
- LNP Complex Business (20-50 Lines) < 48 Clock Hours
- LNP Complex Business (50+ Lines) < Negotiated with Notification of Timeframe within 24 Clock Hours

**Electronic Requests via EDI:**

- Simple Residence and Business LNP Only (1-19 Lines) Manually Processed < 5 Business Hours
- Simple Residence and Business LNP Only (1-19 Lines) Electronically Processed < 2 Business Hours
- LNP with Loop (1-19 Loops) Manually Processed < 5 Business Hours
- LNP with Loop (1-19 Loops) Electronically Processed < 2 Business Hours
- Simple Residence and Business LNP Only (20+ lines) < 48 Clock Hours
- LNP with Loop (20+ Loops) < 48 Clock Hours
- LNP Complex Business (1-19 Lines) < 24 Clock Hours
- LNP Complex Business (20-50 Lines) < 48 Clock Hours
- LNP Complex Business (50+ Lines) < Negotiated with Notification of Timeframe within 24 Clock Hours

<b>Calculation:</b>	<b>Report Structure:</b>
(# of FOCs returned within "x" hours ÷ total FOCs sent) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Low	
Tier 2 – Medium	
<b>Benchmark:</b>	
95%, and the average for the remainder of each measure disaggregated shall not exceed 20% of the established benchmark.	

<b>94.1 Measurement: (New Measure)</b>	
Average Time To Return FOC	
<b>Definition:</b>	
The average time to return FOC from receipt of complete and accurate service request to return of confirmation to CLEC.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Rejected Orders.</li> <li>• Ameritech retail disconnect orders conjunction with wholesale migrations.</li> <li>• Orders involving major projects. For Resale and CPO a project is defined as &gt; 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as &gt; 100 lines, trunks, circuits, and/or telephone numbers.</li> <li>• Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.</li> </ul>	
<b>Business Rules:</b>	
<p>See Measurement No. 94.</p> <p>Measurement is disaggregated according to product type and order size only, and includes orders submitted either electronically or manually.</p>	
<b>Levels of Disaggregation:</b>	
<p><b>Manual Requests:</b></p> <ul style="list-style-type: none"> <li>• Simple Residence and Business LNP Only (1-19 Lines)</li> <li>• LNP with Loop (1-19 Loops)</li> <li>• Simple Residence and Business LNP Only (20+ lines)</li> <li>• LNP with Loop (20+ Loops)</li> <li>• LNP Complex Business (1-19 Lines)</li> <li>• LNP Complex Business (20-50 Lines)</li> <li>• LNP Complex Business (50+ Lines)</li> </ul> <p><b>Electronic Requests via EDI:</b></p> <ul style="list-style-type: none"> <li>• Simple Residence and Business LNP Only (1-19 Lines) – Electronically Processed</li> <li>• Simple Residence and Business LNP Only (1-19 Lines) – Manually Processed</li> <li>• LNP with Loop (1-19 Loops)</li> <li>• Simple Residence and Business LNP Only (20+ lines)</li> <li>• LNP with Loop (20+ Loops)</li> <li>• LNP Complex Business (1-19 Lines)</li> <li>• LNP Complex Business (20-50 Lines)</li> <li>• LNP Complex Business (50+ Lines)</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma[(\text{Date and Time of FOC}) - (\text{Date and Time of Order Acknowledgment})] / \text{Total FOCs}$	Reported for CLEC, all CLECs, and Ameritech Affiliate.

Illinois

<b>Measurement Type:</b>
Tier 1 – None
Tier 2 – None
<b>Benchmark:</b>
No Benchmark

<b>95. Measurement:</b>	
Average Response Time for Non-Mechanized Rejects Returned With Complete and Accurate Codes	
<b>Definition:</b>	
Average Response time for returning rejected non-mechanized LNP orders with complete and accurate identification of CLEC-caused errors in the order.	
<b>Exclusions:</b>	
Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.	
<b>Business Rules:</b>	
For each non-mechanized order, the start time is the receipt date/time of non-mechanized order, and the end time is the transmittal time of rejection notification of the order due to CLEC-caused errors. The difference between the two is the duration in hours.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>•</li> <li>• None</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{Date \& Time of Order reject} - \text{Date and Time Order receipt}) \div \text{Total non-mechanized LNP Orders Rejected}$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
5 Business Hours.	

<b>96. Measurement:</b>	
Percentage Pre-mature Disconnects for LNP Orders	
<b>Definition:</b>	
Percentage of LNP cutovers where Ameritech prematurely removes the translations, including the 10 digit trigger, prior to the scheduled conversion time.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>Coordinated Conversions.</li> </ul>	
<b>Business Rules:</b>	
The count of incidents, on a TN basis, where the translations are removed prior to the scheduled conversion. Count the number of cutovers that are prematurely disconnected (10 or more minutes before scheduled conversion time). This measure is based on a strict comparison between scheduled start time and actual start time.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>LNP only.</li> <li>LNP with Loop.</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
# of premature disconnects ÷ total conversions * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
2% or Less premature disconnects starting 10 minutes before scheduled due time.	

Illinois

<b>97. Measurement:</b>	
Percentage of Time Ameritech Applies the 10-digit Trigger Prior to the LNP Order Due Date	
<b>Definition:</b>	
Percentage of time Ameritech applies 10-digit trigger, where technically feasible, for LNP or LNP with loop TNs on the day prior to the due date.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>Where not technically feasible.</li> </ul>	
<b>Business Rules:</b>	
Obtain number of LNP or LNP with loop TNs where the 10-digit trigger was applied on the day prior to due date, and the total number of LNP or LNP with Loop TNs where the 10-digit trigger was applied, where technically feasible.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>LNP only</li> <li>LNP with Loop</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of LNP TNs for which 10-digit trigger was applied 24 hours prior to due date ÷ total LNP TNs for which 10-digit triggers were applied) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High	
Tier 2 – High	
<b>Benchmark:</b>	
96.5%	

<b>98. Measurement:</b>	
Percentage Trouble LNP (I-Reports) in 30Days of Installation	
<b>Definition:</b>	
Percentage of LNP Orders that receive a network customer trouble report within 30 calendar days of service order completion.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>Excluding subsequent reports and all disposition code "11", "12", &amp; "13" reports (excludable reports).</li> <li>Trouble reports caused by CPE or inside wiring.</li> </ul>	
<b>Business Rules:</b>	
Includes trouble reports received the day after Ameritech personnel complete the service order through 30 calendar days after completion.	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of LNP Orders that receive a network customer trouble report within 30calendar days of service order completion ÷ total LNP Orders) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
Parity with Ameritech Retail POTS – No Field Work.	

<b>99. Measurement:</b>	
Average Delay Days for Ameritech Missed Due Dates	
<b>Definition:</b>	
Average calendar days from due date to completion date on company missed orders.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>On time or early completions.</li> </ul>	
<b>Business Rules:</b>	
The clock starts on the due date and the clock ends on the completion date based on posted LNP orders. Retail comparison is installations, not disconnects.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>LNP Only.</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\frac{\sum(\text{LNP Completion Date} - \text{LNP Order due date})}{\text{total LNP orders where there was a Ameritech caused missed due date}} \times 100$	Reported for CLEC, all CLECs, and Ameritech Affiliate
<b>Measurement Type:</b>	
Tier 1 – Medium	
Tier 2 – Medium	
<b>Benchmark:</b>	
Parity with Ameritech Retail POTS – No Field Work.	



<b>100. Measurement:</b>	
Average Time of Out of Service for LNP Conversions	
<b>Definition:</b>	
Average time to facilitate the activation request in Ameritech's network.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• CLEC-caused errors.</li> <li>• NPAC-caused errors unless caused by Ameritech.</li> <li>• Large ports greater than 500 ports.</li> </ul>	
<b>Business Rules:</b>	
The Start time is the Receipt of NPAC broadcast activation message in Ameritech's LSMS; and the End time is when the Provisioning event is done in Ameritech's LSMS. Calculate the total difference between the start time and end time in minutes for LNP activations during the reporting period.	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{LNP stop time} - \text{LNP start time})$ ÷ total LNP activated TNs	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
60 Minutes	

<b>101. Measurement:</b>	
Percent Out of Service < 60 minutes	
<b>Definition:</b>	
The Number of LNP related conversions where the time required to facilitate the activation of the port in Ameritech's network is less than 60, expressed as a percentage of total number of activations that took place.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• CLEC-caused errors.</li> <li>• NPAC caused errors unless caused by Ameritech.</li> <li>• Large ports greater than 500 ports.</li> </ul>	
<b>Business Rules:</b>	
The Start time is the Time that an "activate NPAC" broadcast is received in Ameritech's LSMS. The End time is the Time the provisioning event is complete in Ameritech's LSMS. Count the number of conversions that took place in less than 60 minutes. There is no difference between the denominator for this measure and the denominator in measure #100.	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of activated TNs provisioned in less than 60 minutes) ÷ (total LNP activated TNs) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Medium	
Tier 2 – Medium	
<b>Benchmark:</b>	
96.5%	

911

<b>102. Measurement</b>	
Average Time To Clear Errors	
<b>Definition:</b>	
The average time it takes to clear an error after it is detected during the processing of the 911 database file. This is only on resale or UNE loop and port combination orders that Ameritech installs.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
The clock starts upon the receipt of the error file and the clock stops when the error is corrected.	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
$[\Sigma(\text{Date and time error detected} - \text{date and time error cleared})] \div \text{total errors}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
Parity	

<b>103. Measurement</b>	
Percent Accuracy for 911 Database Updates	
<b>Definition:</b>	
The percentage of 911 records that were updated by Ameritech in error.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• CLEC-caused Errors.</li> </ul>	
<b>Business Rules:</b>	
<p>The data required to calculate this measurement will be provided by the CLEC based on the compare file. CLEC requests a compare file in writing through their assigned Ameritech Account Manager. This request should provide the requesting company's name (per CLEC interconnection or resale agreement), ACNA, requested geographic area (e.g., state, NPA, etc.), if the compare file is requested by email, diskette, CD-ROM, and the CLEC contact name, number, and e-mail address. Upon request, Ameritech will provide, within 14 business days of request receipt, an electronic compare file. CLEC will be provided a file that contains all customer information for the geographic area that they request (e.g., state, NPA, etc.). The file can be provided via CD-ROM, diskette, paper or as an electronic file (transmitted). The CLEC will provide the number of records transmitted and the errors found. Ameritech will verify the records determined to be in error to validate that the records were input by Ameritech incorrectly. An update is completed without error if the database completely and accurately reflects the activity specified on the order submitted by the CLEC.</p>	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
$\left( \frac{\text{\# of Ameritech caused update errors}}{\text{Total updates}} \right) * 100$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
Parity with Ameritech Retail.	

<b>104. Measurement</b>	
Average Time Required to Update 911 Database (Facility Based Providers)	
<b>Definition:</b>	
The average time it takes to update the 911 database file.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
The clock starts on the date/time when the data processing starts and the clock stops on the date/time when the data processing is complete.	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{Date and time data processing begins - date and time data processing ends}) \div \text{total files}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
Parity with Ameritech Retail.	

<b>104.1 Measurement (New Measure)</b>	
The average time it takes to unlock the 911 record	
<b>Definition:</b>	
The average time it takes to unlock the 911 record to allow the record to be claimed by the CLEC.	
<b>Exclusions:</b>	
CLEC caused delayed unlocks	
<b>Business Rules:</b>	
The clock starts on the date of completion and the clock stops on the date/time when the 911 record is unlocked.	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
Sum (SOC Date - date 911 record is unlocked)	Reported for individual CLEC, and all CLECs and SWBT affiliates
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
Diagnostic	

## POLES, CONDUIT AND RIGHTS OF WAY

<b>105. Measurement</b>	
Percentage of requests processed within 35 Days	
<b>Definition:</b>	
The percentage of requests for access to poles, conduits, and right-of-ways processed within 35 days.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
The clock starts upon the receipt date of the application for access to poles, conduits and right-of-ways and the clock stops upon response date of the application granting or denying access to poles, conduits and right-of-ways.	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of requests processed within 35 days ÷ total requests) * 100	Reported for CLEC, all CLECs and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
Parity with Ameritech Affiliate.	

<b>106. Measurement</b>	
Average Days Required to Process a Request	
<b>Definition:</b>	
The average time it takes to process a request for access to poles, conduits, and right-of-ways.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
See Measurement No. 105	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{Date request returned to CLEC} - \text{date request received from CLEC}) \div \text{total requests}$	Reported for CLEC all CLECs and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None Tier 2 – None	
<b>Benchmark:</b>	
See Measurement No. 105. Revised benchmark will be established during the 6 month review.	



## COLLOCATION

<b>107. Measurement</b>	
Percentage Missed Collocation Due Dates	
<b>Definition:</b>	
The percentage of Ameritech caused missed due dates for collocation projects.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
The clock starts when Ameritech receives an accurate and complete application form for space from the CLEC and the clock stops when the collocation space is turned over to the CLEC for their occupancy at the walk-through. If the walk-through is scheduled after the due date, then the clock stops on the due date. Due Date Extensions will be extended when mutually agreed to by Ameritech and the CLEC. Ameritech will not be deemed to have completed work on a collocation cage until the cage is suitable for use by the CLEC and the cable assignment information necessary to use the facility has been provided to the CLEC.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Physical</li> <li>• Virtual</li> <li>• Cageless</li> <li>• Additions</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$(\# \text{ of Ameritech met due dates for collocation facilities} \div \text{total collocation completions}) * 100$	Reported for CLEC, all CLECs and Ameritech.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
Parity with Ameritech Affiliate on an Interim basis (until June) to establish if enough data exists to make ongoing comparison.	

<b>108. Measurement</b>	
Average Delay Days for Ameritech Missed Due Dates	
<b>Definition:</b>	
The average delay days caused by Ameritech to complete collocation facilities.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
See Measurement No. 107.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Physical</li> <li>• Virtual</li> <li>• Cageless</li> <li>• Additions</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{Date collocation work completed} - \text{collocation due date}) \div \text{total Ameritech caused missed collocation completions.}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliates.
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
Parity with Ameritech Affiliate on an Interim basis (until June) to establish if enough data exists to make ongoing comparison..	

<b>109. Measurement</b>	
Percent of Requests Processed Within the Established Timelines	
<b>Definition:</b>	
The percent of requests for collocation facilities processed within the established timelines.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Weekends &amp; Holidays.</li> </ul>	
<b>Business Rules:</b>	
The clock starts when Ameritech receives the application. The clock stops when Ameritech responds back to the application request with a quote. Per FCC Order 99-48 (706 Collocations Requirements).	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Physical</li> <li>• Virtual</li> <li>• Cageless</li> <li>• Additions</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of requests processed within the timeline ÷ total requests) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
Parity with Ameritech Affiliate on an Interim basis (until June) to establish if enough data exists to make ongoing comparison.	

## DIRECTORY ASSISTANCE DATABASE

<b>110. Measurement</b>	
Percentage of Updates Completed into the DA Database within 72 Hours for Facility Based CLECs	
<b>Definition:</b>	
The percentage of DA database updates completed within 72 hours of receipt of the update from the CLEC for directory changes.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Weekends and Holidays.</li> <li>• Rejected updates (e.g. missing a zip code, incomplete phone number).</li> </ul>	
<b>Business Rules:</b>	
For manual updates, the date and time stamp on fax updates starts the clock and the date and time when the listing is updated stops the clock. For electronic updates, the clock starts at 4:00 p.m. on the date of arrival and stops when the listing is updated. The update clerk's work hours are 7:30 a.m. to 4:00 p.m. Monday through Friday in accordance with the time zone of the receiving center. On manual requests received after 4:00 p.m. the clock will start at 7:30 a.m. the following day. Electronic orders received after 4:00 p.m. will not be processed until the following work day.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Manual</li> <li>• Electronic</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\frac{(\# \text{ of updates completed within 72 hours} \div \text{total updates submitted}) * 100}{100}$	Reported for CLEC, all CLECs for facility based providers, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
Manual orders are 95% updated within 72 hours. Electronic orders are Parity with Ameritech Retail.	

<b>111. Measurement</b>	
Average Update Interval for DA Database for Facility Based CLECs	
<b>Definition:</b>	
The average update interval for DA database changes for facility based CLECs.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Weekends and holidays</li> <li>• Rejected updates (e.g. missing a zip code, incomplete phone number)</li> </ul>	
<b>Business Rules:</b>	
See Measurement No. 110.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Manual</li> <li>• Electronic</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\left[ \sum (8:00 \text{ a.m. of the day following the input into the DL database} - \text{Time update received from CLEC}) \right] \div \text{total updates completed}$	Reported for CLEC, all CLECs for facility based providers, and Ameritech Affiliate .
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
Manual orders 48 hours. Electronic orders are Parity with Ameritech Retail.	

<b>112. Measurement</b>	
Percentage DA Database Accuracy For Manual Updates	
<b>Definition:</b>	
The percentage of DA records that were updated by Ameritech correctly. The data required to calculate this measurement will be provided by the CLEC. The CLEC will provide the number of records transmitted and the errors found. Ameritech will verify the records determined to be in error to validate that the records were input by Ameritech incorrectly.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Errors not submitted within 10 days of order confirmation receipt</li> <li>• CLEC caused errors</li> </ul>	
<b>Business Rules:</b>	
See Measurement No. 110.	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of manual updates without Ameritech caused errors ÷ Total updates processed) *100	Reported for CLEC, all CLECs for facility based providers, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
97%	

<b>113. Measurement</b>	
Percentage of Electronic Updates that Flow Through the update process Without Manual Intervention	
<b>Definition:</b>	
Percentage of electronic updates from entry to distribution that progress through Ameritech ordering systems to ALPSS.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>Rejected updates.</li> </ul>	
<b>Business Rules:</b>	
The number of updates, that flow through Ameritech's ordering systems and are passed to ALPSS without manual intervention, divided by the total number of updates issued within the reporting period.	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
$(\# \text{ of updates that flow through to ALPSS} \div \text{Total updates}) * 100$	Reported for CLEC, all CLECs for facility based providers, and Ameritech Affiliate
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
Parity with Ameritech Retail.	

## COORDINATED CONVERSIONS

<b>114. Measurement</b>	
Percentage of Premature Disconnects (Coordinated Cutovers)	
<b>Definition:</b>	
Percentage of coordinated cutovers where Ameritech prematurely disconnects the customer 10 minutes or more prior to the scheduled conversion.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
A premature disconnect occurs any time Ameritech disconnects the CLEC customer 10 or more minutes prior to the CLEC being on line.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• LNP.</li> <li>• LNP with UNE Loop.</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$(\# \text{ of prematurely disconnected orders} \div \text{total coordinated orders}) * 100$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High	
Tier 2 – High	
<b>Benchmark:</b>	
2% or less premature disconnects starting 10 minutes before scheduled time.	



<b>114.1 Measurement</b>	
CHC LNP with Loop Provisioning Interval.	
<b>Definition:</b>	
The % of CHC LNP with Loop Lines completed by Ameritech within the established provisioning intervals.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• CHC LNP with Loop with greater than 24 loops (including multiple LSRs totaling 25 or more lines to the same customer premise on the due date).</li> <li>• CLEC caused delays (e.g., no dial tone from CLEC; CLEC translations) that do not allow SWBT the opportunity to complete CHC LNP with Loop within the designated interval.</li> <li>• IDLC (pair gain systems) identified on or before the due date.</li> </ul>	
<b>Business Rules:</b>	
<p>The start time is at the direction of the CLEC and based on a negotiated and scheduled time for coordinated hot cut orders (CHC). For CHC orders, the clock starts when the CLEC calls the Ameritech LOC to start the conversion, and ends when the Ameritech technician completes the cross connect to the CLEC facilities and has called the CLEC to notify that the cut-over has been completed. This measurement only includes Coordinated Hot Cuts with 1-24 loops. A conversion with 25 or more lines (including multiple orders totaling 25 or more lines to the same customer premise on the same due date) is considered a project and is negotiated with the CLEC at the time of conversion.</p>	
<b>Levels of Disaggregation:</b>	
CHC LNP with loop <ul style="list-style-type: none"> <li>• &lt; 10 lines</li> <li>• 10-24 lines</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
Total CHC LNP with Loop Lines within the designated interval ÷ total CHC LNP with Loop lines.	Reported by CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Medium Tier 2 – Medium	
<b>Benchmark:</b>	
CHC LNP with Loop for < 10 Lines 90 % within one hour. CHC LNP with Loop for 10-24 Lines 90% within two hours.	

<b>115. Measurement</b>	
Percentage of Ameritech caused delayed Coordinated Cutovers	
<b>Definition:</b>	
Percentage of Ameritech caused late coordinated cutovers in excess of "x" (30, 60 and 120) minutes.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
A coordinated cutover is delayed if Ameritech is not ready within "x" (30, 60, and 120) minutes after the scheduled cut time.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• LNP.</li> <li>• LNP with UNE Loop.</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of Ameritech caused late coordinated orders in excess of "x" (30, 60 and 120) minutes ÷ total coordinated orders) * 100	Reported for CLEC, all CLECs and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
8% or less of Ameritech coordinated conversions beyond 30 minutes, 2% beyond 1 hour from scheduled time or 1% beyond 2 hours.	

**115.1 Measurement****Percent Provisioning Trouble Reports (PTR)****Definition:**

Measures the percent of CHC circuits for which the CLEC submits a trouble report on the day of conversion.

**Exclusions:**

- Reports for which the trouble is attributable to the Ameritech network (unless SWBT had knowledge of the trouble prior to the due date)
- IDLC (pair gain systems) identified on or before the due date.

**Business Rules:**

The percent of CHC circuits for which the CLEC submits a trouble report on the day of conversion, or before noon on the next business day.

**Levels of Disaggregation:**

- CHC

<b>Calculation:</b>	<b>Report Structure:</b>
(Count of CHC circuits for which the CLEC submits a trouble report on or before noon on the next business day after conversion ÷ total # of CHC circuits converted.	Reported by CLEC, all CLECs, and Ameritech Affiliate.

**Measurement Type:**

Tier 1 – None  
Tier 2 – None

**Benchmark:**

No Benchmark. To be reviewed in 6 month review.

<b>115.2 Measurement</b>	
Mean Time To Restore – Provisioning Trouble Report (PTR)	
<b>Definition:</b>	
Average duration of the outage from the receipt of the PTR to the time it is cleared.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Excludes Non-measured reports (CPE, Interexchange, and Information reports).</li> <li>• Excludes no access to the end user's location.</li> </ul>	
<b>Business Rules:</b>	
The start time is when the report is received. The stop time is when the report is cleared.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• CHC</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma[(\text{Date and time PTR is closed with the customer}) - (\text{date and time PTR is received})] \div \text{total PTRs.}$	Reported by CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
No Benchmark. To be reviewed in 6 month review.	

<b>116. Measurement</b>	
<b>Percentage of Missed Mechanized INP Conversions</b>	
<b>Definition:</b>	
Percentage of mechanized INP conversions not loaded in the switch within 10 minutes prior to or 30 minutes after the scheduled due time.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
The clock starts on the Due Date and Frame Due Time and the clock stops on the Switch Date and Time.	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
(Count of mechanized INP conversions not loaded in the switch within 10 minutes prior to or 30 minutes after scheduled due time (Frame Due Time)) ÷ total mechanized INP conversions) * 100	Reported for CLEC and all CLECs.
<b>Measurement Type:</b>	
Tier 1 — Medium Tier 2 — None	
<b>Benchmark:</b>	
See Measurements No. 114 and No. 115	
<b>Notes:</b>	
This measure is not technically feasible to implement as Ameritech does not offer INP	

## NXX

<b>117. Measurement</b>	
Percent NXXs loaded and tested prior to the effective date	
<b>Definition:</b>	
The percent of NXXs loaded and tested prior to the effective date.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
Data for the initial NXX(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s), whichever is longer. Data for additional NXXs in the local calling area will be based on the LERG effective date.	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of NXXs loaded and tested by LERG effective date ÷ total NXXs loaded and tested) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate .
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
Parity	

<b>118. Measurement</b>	
Average Delay Days for NXX Loading and Testing	
<b>Definition:</b>	
Average calendar days from due date to completion date on company missed NXX orders.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
See Measurement No. 117.	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{Completion Date} - \text{LERG effective date}) \div \text{Total Ameritech caused late orders}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate .
<b>Measurement Type:</b>	
Tier 1 – Low	
Tier 2 – None	
<b>Benchmark:</b>	
Parity	

<b>119. Measurement</b>	
Mean Time to Repair	
<b>Definition:</b>	
Average duration of NXX trouble reports from the receipt of the customer trouble report to the time that the trouble report is cleared.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
The start time is when the report is received. The stop time is when the trouble report is cleared. Ameritech will contact the CLEC to close the trouble.	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{Date and time trouble report is cleared with the customer} - \text{Date and time trouble report is received}) \div (\text{Total NXX trouble reports})$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate .
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
Parity	



## BONA FIDE REQUEST PROCESS (BFRs)

<b>120. Measurement</b>	
Percentage of Requests Processed Within 30 Business Days	
<b>Definition:</b>	
Percentage of Bona fide requests processed within 30 business days.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>Weekends and Holidays.</li> </ul>	
<b>Business Rules:</b>	
The clock starts when Ameritech receives the application. The clock stops when Ameritech completes application processing.	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of number of requests processed within 30 days ÷ total requests) * 100	Reported for CLEC all CLECs and Ameritech Affiliates.
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
Parity with Ameritech Affiliate on an Interim basis (until June) to establish if enough data exists to make ongoing comparison.	

<b>121. Measurement</b>	
Percentage of Quotes Provided for Authorized BFRs Within 45 Business Days	
<b>Definition:</b>	
Percentage of quotes provided in response to bona fide requests within 45 business days.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Weekends and Holidays.</li> </ul>	
<b>Business Rules:</b>	
The clock starts when Ameritech receives the application. The clock stops when Ameritech responds back to the application request with a quote.	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
$\left( \frac{\text{\# of requests processed within 45 days}}{\text{total \# of requests}} \right) * 100$	Reported for CLEC all CLECs and Ameritech Affiliates.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
Parity with Ameritech Affiliate on an Interim basis (until June) to establish if enough data exists to make ongoing comparison.	

<b>MI 1. Measurement (MI Order Measure)</b>	
Percentage of Orders Given Jeopardy Notices	
<b>Definition:</b>	
Percentage of orders given jeopardy notices measures the number of 870s sent to customers as a percentage of the total number of orders completed in the period.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• CLEC End User-Initiated Jeopardy Codes.</li> </ul>	
<b>Business Rules:</b>	
An 870 is a jeopardy notice that is sent to the CLEC to notify them that an order's confirmed due date is in jeopardy of being missed. Unsolicited FOCs will be counted as Jeopardies.	
<b>Levels of Disaggregation:</b>	
<b>POTS</b> <ul style="list-style-type: none"> <li>• Business class of service</li> <li>• Residence class of service</li> <li>• Field Work (FW)</li> <li>• Non-Field Work (NFW)</li> </ul> <b>Resale Specials</b> <ul style="list-style-type: none"> <li>• Field Work (FW)</li> <li>• Non-Field Work (NFW)</li> </ul> <b>Unbundled Loops</b> <b>LNP with Loop</b> <b>UNE Combos</b>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of orders receiving jeopardy notices) / (Total orders <u>due</u> in the calendar month) *100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 - None Tier 2 - None	
<b>Benchmark:</b>	
Diagnostic - Parity with Ameritech Retail: <ol style="list-style-type: none"> <li>1. Wholesale-POTS/ Retail-POTS</li> <li>2. Unbundled Loops/ POTS with FW</li> <li>3. UNE Combos/ Retail-POTS(ALL)</li> </ol>	

## MI 2. Measurement (MI Order Measure)

Percentage of Orders Given Jeopardy Notices within 24 hours of the Due Date

### Definition:

Percentage of Orders Given Jeopardy Notices within 24 hours of the Due Date measures the percentage of 870s sent less than 24 hours (1 day) prior to the due date.

### Exclusions:

- CLEC/End User Initiated Jeopardy Codes.
- Weekends and Holidays.

### Business Rules:

An 870 is a jeopardy notice that is sent to the CLEC to notify them that an order's due date is in jeopardy of being missed. Consider "24 hours" as 1 day. The measure is calculated using business days only (i.e., Monday-Friday). Unsolicited FOCs will be counted as Jeopardies.

### Levels of Disaggregation:

#### POTS

- Business class of service
- Residence class of service
- Field Work (FW)
- Non-Field Work (NFW)

#### Resale Specials

- Field Work (FW)
- Non-Field Work (NFW)

#### Unbundled Loops

#### LNP with Loop

#### UNE Combos

### Calculation:

$$\frac{(\# \text{ of orders receiving an 870 within } 24 \text{ hours of the order due date})}{(\text{Total orders receiving an 870})} * 100$$

### Report Structure:

Reported for CLEC, all CLECs, and Ameritech Affiliate.

### Measurement Type:

Tier 1 - None  
Tier 2 - None

### Benchmark:

Diagnostic - Parity with Ameritech Retail

1. Wholesale-POTS/ Retail-POTS
2. Unbundled Loops/ POTS with FW
3. UNE Combos/ Retail-POTS(ALL)

<b>MI 3. Measurement (MI Order Measure)</b>	
Coordination Conversions Outside of Interval	
<b>Definition:</b>	
Coordinated Conversion outside of Interval measures the number of coordinated unbundled loop cutovers started within one hour of the start scheduled time as a percentage of all coordinated unbundled loops completed in the reporting period.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Orders for which the CLEC was not ready after the cutover was started. <ul style="list-style-type: none"> <li>• Canceled orders.</li> </ul> </li> </ul>	
<b>Business Rules:</b>	
A coordinated loop is any unbundled loop requiring coordination. The start date and time is the date and time the central office/translations work begins. The scheduled time is the cutover date and time requested by the CLEC and found on the cutover schedule. The cutover is considered complete when the work is completed by Ameritech. The measure is counted in the period it is completed. The measure is counted on the first item of the first order (when related orders are involved) and then calculated by item based on the number of items on the order/orders.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Unbundled Loops</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
# of cross connection started within one hour of the scheduled time / Total coordinated unbundled loops for reporting period	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 - None	
Tier 2 - None	
<b>Benchmark:</b>	
Diagnostic	

**MI 4. Measurement (MI Order Measure)****Average Time to Provide a Collocation Arrangement****Definition:**

Average Time to Provide a Physical Collocation Arrangement measures the average elapsed time between the date a collocation COBO payment is received and the date the CLEC is notified that the physical node is completed, for the total number of physical nodes completed in the reporting period.

**Exclusions:**

- Cancelled orders.
- Orders where the customer requested a due date beyond the contractual date.
- CLEC-caused delays such as arranging final walk-through or accepting collocation space.

**Business Rules:**

The measure is calculated using calendar days. The receipt of a collocation COBO payment is indicative of a firm order. The clock is restarted if the CLEC modifies its request. Time between completion and node final walk-through is not included in the completion interval calculation. Ameritech will not be deemed to have completed work on a collocation cage until the cage is suitable for use by the CLEC and the cable assignment information necessary to use the facility has been provided to the CLEC.

**Levels of Disaggregation:**

- Physical Collocation

**Calculation:**

$$\frac{[\sum[(\text{Date Physical Node Is Complete}) - (\text{Date Collocation COBO Payment Is Received})]]}{\text{Total Physical Nodes Completed}}$$
**Report Structure:**

Reported for CLEC, all CLECs, and Ameritech Affiliate

**Measurement Type:**

Tier 1 - None  
Tier 2 - None

**Benchmark:**

Diagnostic

<b>MI 5.Measurement (MI Order Measure)</b>	
Structure Requests Completed Outside of Interval	
<b>Definition:</b>	
Structure Requests Completed Outside of Interval measures the number of requests to view Ameritech structure records that are not completed within the standard time interval as a percentage of requests completed in the reporting period.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Requests for Ameritech to perform record checks.</li> </ul>	
<b>Business Rules:</b>	
<p>Structure includes poles, ducts, conduit and rights-of-way that are owned or controlled by Ameritech. The request is counted in the period in which the request is completed. Changes to the request will be deemed to be a new request and will result in a new date being established for the priority queue. Requests received after 12:00 noon Eastern Standard Time are considered received the following business day. Interval calculation is based on business days.</p> <p>Information Access includes requests for viewing (or copies). A field survey is a physical check of manholes and/or poles to determine availability of space for placing the attaching Party's facilities. Make Ready is any construction work necessary to prepare Ameritech structure for attachment or occupancy by an attaching Party.</p>	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Information Access</li> <li>• Field Survey</li> <li>• Make Ready</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of Structure Requests Completed Outside of the Standard Time Interval/ Total Structure Requests Completed) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 - None Tier 2 - None	
<b>Benchmark:</b>	
Diagnostic	

<b>MI 9. Measurement</b>	
Percentage Missing FOCs	
<b>Definition:</b>	
Percentage of FOCs that are not sent as compared to the total number of orders processed.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
Total number of responses not sent as compared to the total number of orders processed. FOC responses not sent are identified by using a report that compares to completed orders that do not show FOC response in MorTel.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Resale</li> <li>• UNE (Loops, LNP, and LSNP)</li> <li>• UNE-P</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of missing FOC responses ÷ total orders processed ) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
Diagnostic	



<b>MI 10. Measurement</b>	
% Time-out Transactions	
<b>Definition:</b>	
Percentage of Time-out messages received as compared to valid system responses	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
A count of the time-out messages, by interface, as compared to total system responses (time-outs and valid responses).	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Address Verification</li> <li>• Request for Telephone Number</li> <li>• Request for Customer Service Record</li> <li>• Service Availability</li> <li>• Dispatch Required (and Service Appointment Scheduling (Due Date)</li> <li>• PIC</li> <li>• FAC/SAV</li> <li>• DSL Loop Qualification</li> <li>• NC/NCI</li> <li>• CFA Availability</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\left( \frac{\text{\# of Time Out Transactions}}{\text{Total System Responses}} \right) * 100$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
Diagnostic – No Benchmark	

<b>MI 11. Measurement</b>	
Average Interface Outage Notification	
<b>Definition:</b>	
The average time from the initial identification of an interface outage, to the notification of CLECs.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
The time from initial identification of network outages to the time that email notification (to email distribution list) is sent by Ameritech.	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
Sum of (time interface outage is identified – time notification is given)/total interface outages in a period	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
Diagnostic – No Benchmark	

<b>MI 12. Measurement</b>	
Average Time to Clear Service Order Errors	
<b>Definition:</b>	
The average time to clear service order errors (3E)	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
The average number of days to 3E service order errors is calculated by the total number of days for all required for all 3E. This is calculated by totaling the duration from the date that an order went into the error condition to the date that the error was cleared.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Resale</li> <li>• UNE P</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(date that an order went into error condition – the date that the error was cleared)/total number of errors cleared	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
Parity	

<b>MI 13. Measurement</b>	
Percent Loss Notification within one hour of service order completion	
<b>Definition:</b>	
Percent notifications sent to the losing carrier (who lost the customer) within one hour of the completion notice sent to the new carrier.	
<b>Exclusions:</b>	
Customers who switch between segments owned by the same carrier such as:	
<ul style="list-style-type: none"> <li>• Resale to UNE same carrier</li> <li>• UNE to Resale, same carrier</li> </ul>	
<b>Business Rules:</b>	
The percentage of customer loss notifications sent to carriers where the elapsed time from the time that the completion notice (EDI 865 message) is transmitted to the new carrier to the time that the loss notification (EDI 836 message) is transmitted to the new carrier is more than one hour.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Resale</li> <li>• UNE Loops</li> <li>• LNP</li> <li>• UNE-P</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of Loss Notification transactions sent within one hour ÷ total Loss Notifications sent) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
95% within one hour	

**MI 14. Measurement**

Percent Completion Notifications Returned Within "X" hours of completion of Maintenance Trouble Ticket.

**Definition:**

Percent mechanized completions returned within "X" hours of completion of the trouble tickets.

**Exclusions:**

None

**Business Rules:**

The elapsed time for a completion notice to be sent to the CLEC from the time that the trouble ticket is closed in the Ameritech Work and Force Management System.

For trouble reports that are submitted electronically – the time from the close of the trouble in WFA or LMOS to the time that the completion status is made available to the CLEC (via EBTA).

For orders, which are submitted manually – the time from the close in the WFA or LMOS systems to the time, that completion notice report is faxed to the CLEC. This is based on a process whereby previous day troubles are faxed to CLECs. The CLEC must provide a FAX number to Ameritech.

**Levels of Disaggregation:**

- Resale Manual - <24 hours
- Resale Electronic < 1 hour
- UNE Loops Manual < 24 hours
- UNE Loops Electronic <1 hour
- UNE P Manual < 24 hours
- UNE P Electronic <1 hour

**Calculation:**

(# of completions returned to CLEC  
within X hours ÷ total completions) \*  
100

**Report Structure:**

Reported for CLEC, all CLECs, and  
Ameritech Affiliate.

**Measurement Type:**

Tier 1 – None  
Tier 2 – None

**Benchmark:**

95% w/in the specified interval.

<b>MI 15. Measurement</b>	
Change Management	
<b>Definition:</b>	
Change management measures timeliness of change notifications for final requirements to implementation.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Clarification Notes.</li> <li>• Any Approved Exceptions.</li> <li>• Emergency Situations</li> <li>• Regulatory Mandated Changes</li> <li>• Transition Items – Interface changes, introductions, and/or retirements underway previous to the implementation of this measure, where notification can not be provided to the CLECs by required timeframes.</li> </ul>	
<b>Business Rules:</b>	
Calendar Days is to be used in the calculation of this measure. Notification is received when the Final Release Requirements are noticed via an Accessible Letter.	
<b>Levels of Disaggregation:</b>	
<b>Changes to Existing Interfaces</b> <ul style="list-style-type: none"> <li>• Category 1- Gateway &gt;110 days</li> <li>• Category 2- GUI &gt;14 days</li> </ul> <b>Introductions of New Interfaces</b> <ul style="list-style-type: none"> <li>• Category 1- Gateway &gt;110 days</li> <li>• Category 2- GUI &gt; 14 days</li> </ul> <b>Retirements of Existing Interfaces</b> <ul style="list-style-type: none"> <li>• Wholesale Interfaces <ul style="list-style-type: none"> <li>• Category 1- Gateway &gt;24 months</li> <li>• Category 2- GUI &gt;12 months</li> </ul> </li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
[(Number of Notifications issued on time) / (Number of Changes Implemented in the reporting period)] X 100	Reported for all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
>95% notices should be on-time based on group and category This measurement is DRAFT and subject to finalization of the regional (13-state) change management process.	

<b>MI 16 Measurement</b>	
Percentage Rejected Query Notices	
<b>Definition:</b>	
Percentage of queries requested that are returned as rejected for reasons other than that the input data is incorrect or inaccurate. These rejected query notices indicate a problem with the interface other than timed out transactions (measured separately).	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
Total number of Rejected Query Notices sent as compared to the total number of Queries processed.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Address Verification</li> <li>• Request for Telephone Number</li> <li>• Request for Customer Service Record</li> <li>• Service Availability</li> <li>• Dispatch Required (and Service Appointment Scheduling (Due Date))</li> <li>• PIC</li> <li>• FAC/SAV</li> <li>• DSL Loop Qualification</li> <li>• NC/NCI</li> <li>• CFA Availability</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# rejected query notices ÷ total number of queries processed ) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
Diagnostic	

<b>WI#1. Measurement (New Measure)</b>	
Percent No Access – UNE Loops Provisioning	
<b>Definition:</b>	
Percent of Field Work (FW) orders with a status of “No Access.”	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• CLEC caused misses. (customer requests later date, – other customer reasons, - customer not ready).</li> <li>• All orders that are not N, T, or C.</li> <li>• No Field Work.</li> </ul>	
<b>Business Rules:</b>	
Ameritech personnel set the “No Access” indicator when access cannot be obtained to the customer’s premises. Order must be Completed.	
<b>Levels of Disaggregation:</b>	
Geographic, per State Agreements	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of orders that are No Access ÷ Total Field Work orders) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
UNE Field Work Parity compared to Ameritech Field Work (N, T, and C order types - Res and Bus Combined).	



<b>WI#2. Measurement (New Measure)</b>	
Percent No Access– UNE Loops Maintenance	
<b>Definition:</b>	
Percentage of dispatched customer trouble reports with a status of “No Access.”	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Subsequent reports. A subsequent report is one that is received while an existing repair report is open.</li> <li>• Reports caused by customer provided equipment (CPE) or wiring.</li> <li>• Reports that are not dispatched.</li> </ul>	
<b>Business Rules:</b>	
Ameritech personnel set the “No Access” indicator when access cannot be obtained at the customer’s premises. Reports are counted the month they are closed.	
<b>Levels of Disaggregation:</b>	
Geographic, per State Agreements	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of trouble reports with a status of “No Access” ÷ Total dispatched customer trouble reports) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None Tier 2 – None	
<b>Benchmark:</b>	
UNE Field Work Parity compared to Ameritech Field Work (N, T, and C order types - Res and Bus Combined).	

<b>WI#9. Measurement (New Measure)</b>	
Percent Facility Modification Orders	
<b>Definition:</b>	
Percentage of orders requiring Facility Modification	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>Orders not requiring Facility modification notification.</li> </ul>	
<b>Business Rules:</b>	
The total number of orders requiring facility modification reflected as a percentage of all orders completed in the period.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>8.0 dB Loop with Test Access and</li> <li>8.0 dB Loop without Test Access</li> </ul> <p><u>The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.</u></p> <ul style="list-style-type: none"> <li>5.0 dB Loop with Test Access and</li> <li>5.0 dB Loop without Test Access</li> <li>BRI Loop with Test Access</li> <li>DS1 Loop with Test Access</li> <li>DS1 Dedicated Transport</li> <li>DS3 Dedicated Transport</li> <li>Dark Fiber</li> <li>DSL Loops w/ Line Sharing</li> <li>DSL Loops w/out Line Sharing</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of FMOD UNEs ÷ total UNEs installed ) *100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
Diagnostic	

<b>CLEC W1.1 Measurement (New Measure)</b>	
Average delay in original FOCs due dates due to delay notices (Issue F)	
<b>Definition:</b>	
Measures average amount of delay from original FOC due dates to date of actual provisioning for all FOCs that are delayed.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
Measured from original FOC due date.	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma (\text{Actual completion date} - \text{original FOC due date}) \div (\text{Total number of orders with delay notices})$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
Diagnostic	

<b>CLEC W4. Measurement (New Measure)</b>	
Accuracy of processing CLEC corrections based on review of Directory information (Issue L)	
<b>Definition:</b>	
Measures number of errors in final review and in printed directory that were not corrected after notice by CLEC of needed correction.	
<b>Exclusions:</b>	
Listings with Incorrect information submitted by CLEC.	
<b>Business Rules:</b>	
Directory listings are submitted for a first review (first pre-BOC), and then after corrections are made, for a final review (second pre-BOC) prior to publication. The first pre-BOC will be provided 45 calendar days in advance of the directory close date. The second pre-BOC, if requested, will be provided 15 calendar days in advance of directory close. CLECs will be required to request the second pre-BOC 30 calendar days before the directory close date. In order for changes from the first pre-BOC to be entered on the second pre-BOC, CLECs must provide those changes not less than 4 business days before the delivery of the second pre-BOC. This is measured on a per-book basis.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• First Pre-BOC</li> <li>• Second Pre-BOC</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of listings without errors after correction requested ÷ Total updates submitted) *100	Reported for CLEC all CLECs for facility based providers, and Ameritech Affiliate.
<b>Measurement Type:</b>	
<p>If the benchmark is not met for corrections requested after the first review, the \$200 charge for the second pre-BOC will be waived by AAS.</p> <p>If the Benchmark is not met for corrections requested after the second pre-BOC, the remedy will be Tier 1 –High</p>	
<b>Benchmark:</b>	
<p>For corrections requested in the review of the First pre-BOC 95% must be corrected in the second pre-BOC</p> <p>For corrections noted in the review of the second pre-BOC 99% of those corrections requested initially must be corrected in the final published directory.</p>	

<b>CLEC W5. Measurement (New Measure)</b>	
Percentage of protectors not moved after technician visit (Issue O)	
<b>Definition:</b>	
Measures the percentage of times that a CLEC has to call Ameritech to replace a protector with a NID and move it to the outside of the house, where there has been an Ameritech technician at the premises within the last 30 days.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
If a CLEC is required to call Ameritech to replace a protector with a NID and move it to the outside of a structure when Ameritech has worked at that premises within 30 days of the report.	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
(Total number of CLEC service calls to move a NID ÷ Number of CLEC calls to move a NID where an Ameritech technician had been on site within the last 30 days) X 100	Reported for CLEC, and all CLECs
<b>Measurement Type:</b>	
Tier 1: High Tier 2: High	
<b>Benchmark:</b>	
Less than 3%.	

<b>CLEC W6. Measurement (New Measure)</b>	
FMOD Process: Percent Form A received within the interval ordered by the Commission.	
<b>Definition:</b>	
Measures the percentage of FMOD orders where Form A is issued within the interval ordered by the Commission.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
Under the revised FMOD policy issued 10/27, the FMOD process commences with Form A being issued by Ameritech. Form A must be received by the CLEC within the interval ordered by the Commission. Measured from date and time of initial FOC to send time of Form A.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• 8.0 dB Loop with Test Access and</li> <li>• 8.0 dB Loop without Test Access</li> </ul> <p>The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.</p> <ul style="list-style-type: none"> <li>• 5.0 dB Loop with Test Access and</li> <li>• 5.0 dB Loop without Test Access</li> <li>• BRI Loop with Test Access</li> <li>• DS1 Loop with Test Access</li> <li>• DS1 Dedicated Transport</li> <li>• DS3 Dedicated Transport</li> <li>• Dark Fiber</li> <li>• DSL Loops w/ Line Sharing</li> <li>• DSL Loops w/out Line Sharing</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\frac{(\# \text{ of FMOD orders where Form A issued within 24 hours})}{\text{total \# FMOD orders}} * 100$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High	
Tier 2 – High	
<b>Benchmark:</b>	
95 %	

<b>CLEC W7. Measurement (New Measure)</b>	
FMOD Process: Percent Forms B, C, D, and E received within 72 hours of Form A.	
<b>Definition:</b>	
Measures the percentage of FMOD orders where Forms B, C, D, and/or E are issued within 72 hours of Form A.	
<b>Exclusions:</b>	
None.	
<b>Business Rules:</b>	
Measured from issuance of form A to receipt of Form B, C, D, E.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Form B</li> <li>• Form C</li> <li>• Form D</li> <li>• Form E</li> <li>• 8.0 dB Loop with Test Access and</li> <li>• 8.0 dB Loop without Test Access</li> </ul> <p>The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.</p> <ul style="list-style-type: none"> <li>• 5.0 dB Loop with Test Access and</li> <li>• 5.0 dB Loop without Test Access</li> <li>• BRI Loop with Test Access</li> <li>• DS1 Loop with Test Access</li> <li>• DS1 Dedicated Transport</li> <li>• DS3 Dedicated Transport</li> <li>• Dark Fiber</li> <li>• DSL Loops w/ Line Sharing</li> <li>• DSL Loops w/out Line Sharing</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of FMOD orders where Form B, C, D, E issued within 24 hours) ÷ total # FMOD orders) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High	
Tier 2 – High	
<b>Benchmark:</b>	
95%	

<b>CLEC W8. Measurement (New Measure)</b>	
FMOD Process: Form B Percent return FOC with new due date within 24 hours	
<b>Definition:</b>	
<p>Form B is for Complex modifications. This measures the percent of time Ameritech issues the FOC with the new due date within:</p> <p>24 hours of Ameritech's receipt of the CLEC authorization of the complex modification charges; or</p> <p>B) if no confirmation of Form B is required from the CLEC, within 24 hours of Form B being sent.</p>	
<b>Exclusions:</b>	
FMOD orders resulting in Forms C, D, and E.	
<b>Business Rules:</b>	
Measured from the time that Ameritech receives the authorization of charges by the CLEC via Form B.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• 8.0 dB Loop with Test Access and</li> <li>• 8.0 dB Loop without Test Access</li> </ul> <p>The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.</p> <ul style="list-style-type: none"> <li>• 5.0 dB Loop with Test Access and</li> <li>• 5.0 dB Loop without Test Access</li> <li>• BRI Loop with Test Access</li> <li>• DS1 Loop with Test Access</li> <li>• DS1 Dedicated Transport</li> <li>• DS3 Dedicated Transport</li> <li>• Dark Fiber</li> <li>• DSL Loops w/ Line Sharing</li> <li>• DSL Loops w/out Line Sharing</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\frac{(\# \text{ of FMOD orders where Form B, issued and FOC with new due date returned within 24 hours})}{\text{total \# FMOD orders where form B issued}} \times 100$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
<p>Tier 1 – Low</p> <p>Tier 2 – Medium</p>	
<b>Benchmark:</b>	
95%	



<b>CLEC W9. Measurement (New Measure)</b>	
FMOD Process: Form C Percent return quote within the interval ordered by the Commission	
<b>Definition:</b>	
Form C involves orders where provisioning is through ILDC or RSU. This measures the percentage of orders involving Form C where Ameritech returns the quote for the work within the interval ordered by the Commission.	
<b>Exclusions:</b>	
FMOD orders with Forms B, C, or D.	
<b>Business Rules:</b>	
Measured from the time Form C is issued.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• 8.0 dB Loop with Test Access and</li> <li>• 8.0 dB Loop without Test Access</li> </ul> <p>The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.</p> <ul style="list-style-type: none"> <li>• 5.0 dB Loop with Test Access and</li> <li>• 5.0 dB Loop without Test Access</li> <li>• BRI Loop with Test Access</li> <li>• DS1 Loop with Test Access</li> <li>• DS1 Dedicated Transport</li> <li>• DS3 Dedicated Transport</li> <li>• Dark Fiber</li> <li>• DSL Loops w/ Line Sharing</li> <li>• DSL Loops w/out Line Sharing</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\frac{(\# \text{ of FMOD orders where Form C issued and quote issued within 24 hours})}{\text{total \# FMOD orders where form C issued}} * 100$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High	
Tier 2 – High	
<b>Benchmark:</b>	
95%	

<b>CLECW11 Measurement (New Measure)</b>	
FMOD forms B, C, D, percentage of due dates met	
<b>Definition:</b>	
Measures the percentage of due dates met when FMOD process invoked	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
Based on the first revised due date. Subsequent modifications to the due date will count as a missed due date.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Form B</li> <li>• Form C</li> <li>• Form D</li> <li>• 8.0 dB Loop with Test Access and</li> <li>• 8.0 dB Loop without Test Access</li> </ul> <p>The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.</p> <ul style="list-style-type: none"> <li>• 5.0 dB Loop with Test Access and</li> <li>• 5.0 dB Loop without Test Access</li> <li>• BRI Loop with Test Access</li> <li>• DS1 Loop with Test Access</li> <li>• DS1 Dedicated Transport</li> <li>• DS3 Dedicated Transport</li> <li>• Dark Fiber</li> <li>• DSL Loops w/ Line Sharing</li> <li>• DSL Loops w/out Line Sharing</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\frac{(\# \text{ of FMOD orders with missed revised due dates } \div \text{ total \# FMOD orders}) * 100}{}$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1: High Tier 2: High	
<b>Benchmark:</b>	
Parity as described in PM 58	

<b>IN-1 Measurement (New Measure)</b>	
<b>Percent Loop Acceptance Testing (LAT) Completed on the Due Date</b>	
<b>Definition:</b>	
Percent Loop Acceptance Test completed on due date.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>▪ Orders where LAT not requested</li> <li>▪ LAT requests when the CLEC is not authorized to seek LATs</li> </ul>	
<b>Business Rules:</b>	
<p>Loop Acceptance Test is where an AIT Technician (Frame/Field as appropriate) is requested <u>via an LSR</u> to complete a Loop Acceptance Test. Loop Acceptance Test is completed on order due date. The AIT Technician will contact the CLEC via the LOC. The Tech will complete a series of tests with the CLEC to ensure a good loop with completed connectivity is delivered.</p>	
<b>Levels of Disaggregation:</b>	
DSL Loops without Line Sharing	
<b>Calculation:</b>	<b>Report Structure:</b>
(# Orders where LAT was requested and performed on the Due Date/Total # of Orders where LAT was requested)*100	Reported for CLEC, all CLECs
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
90% LAT on the Due Date	

**PERFORMANCE MEASUREMENTS****Appendix One**

<b>Subsequent Due Date Indicator</b>	
Added to the service order whenever the due date is changed. Order can carry multiple codes. Company delay code overrides subscriber delay code.	
<b>Subscriber (customer) Reasons:</b>	
SA	No Access
SL	Subscriber requests later date
SP	Subscriber requests earlier date
SR	Subscriber not ready
<b>Company (Ameritech) Reasons:</b>	
CA	Assignment office
CB	Residence/Business office
CF	Lack of Facilities (outside plant or buried service wires)
CL	Work Load
CN	Not Coded
CR	Translations
CS	Switching
CX	Other Company Reasons

## PERFORMANCE MEASUREMENTS

### Appendix Two

#### Disposition Codes

The following is a list of excluded (11) disposition codes.

- 110\* Public Utility: Applies when trouble reports are entered and/or closed in LMOS due to a Public Utility Commission mandate.
- 111\* Service Order: Applies when a trouble report is received up to and including the due date of the service order.
- 112\* Business Office Referrals: Applies when a customer is referred to the Business Office for resolution. Reasons for referrals are billing complaints, customer not paying for feature, wire reroutes requiring service order.
- 113\* Customer Requests: Applies when a customer requests directories, information for party line codes, verify busy, verify PIC, miscellaneous information, etc.
- 114\* Other: Applies when a customer reports wires down and poles down/broken, etc., that are not the property of AOC. It includes requests for cable locates, disconnect drop temporarily, and trouble reports received on disconnected lines, denied lines or after investigation the wrong number was reported.
- 115\* Preventative Maintenance: Applies when trouble reports are closed out in accordance with the Preventative Maintenance Procedure.
- 119\* Receipt to Screen sales. Applies when a customer calls repair for information on a product, feature or service that is provided by Ameritech, and the MA makes the sale.

**Disposition Codes**

The following is a list of excluded (12) disposition codes.

- 120\* Suppressor (Noise) – Billable: Applies when the technician places a suppresser on the customer's side of the Network Interface Device. The customer is billed.
- 121\* Non-Regulated Premises Wire/Jack – Billable: Applies when the technician sectionalizes, and/or isolates, and/or repairs non-regulated trouble found in the premises wire or jack. Includes all wire/equipment past the Network Interface Device. Also, includes malicious damage billing that is not covered under a maintenance contract and charges for replacing nonstandard wire not covered under a maintenance contract. Billing is levied.
- 122\* Non-Regulated CPE – Billable: Applies when the technician isolates the trouble into CPE, such as telephone set, answering set, P-Phone/ISDN console, power plants. Includes receiver off hook conditions. The customer does not participate in a maintenance contract. Billing is levied.
- 123\* Return Visit – Billable: Applies when a customer covered under a maintenance plan requests a return visit for a circumstance not covered by the plan.
- 124\* Customer Not Home – Trouble to Customer Side of NI/DEMARC – Billable: Applies when the technician sectionalizes the trouble to the customer's side of the Network Interface Device (NID) or demarcation point and the customer is not home. The customer does not have a maintenance contract. Billing is levied.
- 125\* Customer Cancels Dispatch Technician On Premises – Billable: Applies when the trouble report is canceled by the customer when the technician arrives at the premises and the purpose of the visit was non-regulated. The customer does not participate in a maintenance contract. Billing is levied.
- 126\* Other – Billable: Applies when the trouble report is of a miscellaneous nature and does not apply to other categories. The customer does not participate in a maintenance contract. Billing is levied.
- 128\* Premises Work Charge – Billable: Applies when the technician repairs non-regulated trouble found in premises wire and/or jacks. Customer has a Linebacker plan but does not have a wire maintenance plan (Indiana only). Also applies in states that have multiple types of contracts that are not covered for non-regulated work (Ohio). The customer is billed.
- 129\* Non-Complex Business CPE – Billable: Applies when the technician isolates the trouble into Non-Complex Business CPE, such as telephone set, answering set, etc. Includes receiver off hook conditions and cord sales/replacement. The customer does not participate in a maintenance contract. Non-Complex RVC billed.

**Disposition Codes**

The following is a list of excluded (13) disposition codes.

- 130\* Suppressor (Noise) – Non-Billable: Applies when the technician places a suppresser on the customer's side of the Network Interface Device (NID). The customer is not billed.
  
- 131\* Non-Regulated Premises Wire/Jack – Non-Billable: Applies when the technician sectionalizes, and/or isolates, and/or repairs non-regulated trouble found in the premises wire or jack. The customer participates in maintenance contract.
  
- 132\* Non-Regulated CPE – Non-Billable: Applies when the technician isolates the trouble into CPE, such as telephone set, answering set, P-Phone/ISDN console, power plants. Includes receiver off hook conditions. The customer participates in a maintenance contract. Can also apply for loaner sets, set deliveries or trouble that is found to be in Ameritech branded CPE (no dispatch).
  
- 133\* Company Reason – Non-Billable: Applies when the trouble is isolated in the customer's facilities and customer does not have a Network Interface Device.
  
- 134\* Customer Not Home – Trouble to Customer's Side of NI/DEMARC – Non-Billable; Applies when the technician sectionalizes the trouble to the customer's side of the Network Interface Device or demarcation point and the customer is not home. Customer participates in a maintenance contract.
  
- 135\* Customer Cancels Dispatch Technician On Premises – Non-Billable: Applies when the trouble report is canceled by the customer when the technician arrives at the premises and the purpose of the visit was non-regulated. The customer participates in a maintenance contract.
  
- 136\* Other – Non-Billable: Applies when the trouble report is of a miscellaneous nature and does not apply to other categories. The customer participates in a maintenance contract.
  
- 137\* Customer Action, No Dispatch – Non-Billable: Applies when the trouble report is the result of customer error or misuse of equipment, prior to dispatch. Trouble report is not dispatched. It also includes trouble report tested and indicates vendor or inter-exchange carrier trouble. Also includes when the customer cancels the report when trouble is still on the line.
  
- 139\* 2PIC: Applies when the customer is provided information related to 2PIC.

## **PERFORMANCE MEASUREMENTS**

### **Appendix Three**

#### **Percentage of Missed Collocation Due Dates Damages and Assessments Methodology**

The following methodology will apply in calculating Tier 1 liquidated damages and Tier 2 assessments for the percentage of missed collocation due dates measurement.

##### **Tier 1:**

1. The benchmark will be 95% of Collocations completed within the due date. For example, if a CLEC has 30 collocations complete in the study month, Ameritech can miss one due date and still be in compliance. In this case no damages would apply. If, two due dates out of 30 were missed, Ameritech would be out of compliance. In this case, damages would be payable on the number of collocations required to be back within the 95% benchmark.
2. Damages are calculated based on the percentage of days that Ameritech misses the due date using the per occurrence values in the business rules, multiplied by the number of days from completion to due date.
3. In order to determine which collocations to use in the damage calculation, the missed collocation due dates will be ranked based on the number of days missed from highest to lowest. Ameritech will pay damages on the highest number of days missed until the number of collocations missed is within the benchmark. For example, if there were three misses which had missed days of 20, 15 and three, Ameritech would pay damages on 35 (20+15) missed days. In this example, Ameritech would pay  $35 * (95\% - 90\%) * 150 = \$262.50$
4. The collocation measurement will be used in the determination of the "K" number of allowances (based on the number of collocations). In addition, it may also be excluded as defined in the business rules in the order of progression also contained there. The number of underlying data points used for the purposes of determining the order of exclusion will be the same total days late for collocation projects calculated above (35 in the previous example).
5. All collocation completions in a month will be considered for the calculation of liquidated damages.
6. The critical Z-value will not be subtracted from the benchmark to determine compliance.



**Tier 2:**

1. Assessments will be applicable when the measurement has been out of compliance for three consecutive months for the aggregate of all CLEC collocations.
2. Compliance will be defined as described in the Tier 1 damages above.
3. If assessments are applicable, the rolling three month average for days missed will be used to calculate the total assessments payable to the State Treasury.

# PERFORMANCE MEASUREMENTS

## Appendix Four

Flow-through eligible and drop to manual reasons:

Resale Services and Unbundled Network Elements	Order Types Mechanically Generated	Exceptions	Order Types Not Currently Flowed
<b>RESALE:</b>			
Basic Exchange – Residence (Single Line/Multi Lines)	<ul style="list-style-type: none"> <li>• Assume As Is/As Specified</li> <li>• New Activity</li> <li>• Disconnect Activity</li> <li>• Change Activity</li> <li>• Suspend &amp; Restore (Vac &amp; Non-Pay)</li> <li>• Local Directory Lstg for Main, Additional Main and Additional Listing</li> </ul>	<ul style="list-style-type: none"> <li>• Installment Billing</li> <li>• SPP FID on CSR</li> <li>• Denied for NP</li> <li>• Res to Bus TOS change</li> <li>• Bill Under FIDs on CSR</li> <li>• TYA FID on CSR</li> <li>• Multi line hunting new/changed</li> <li>• Remote Call Forwarding on all order types except disconnects</li> <li>• Regulated Jacks</li> <li>• Toll Restriction Zero Minus</li> <li>• 800 service noted in Remarks</li> <li>• Complex TOS</li> <li>• Additional Labor Charges</li> <li>• Network Interface device request is populated</li> <li>• Pending Orders</li> <li>• Multi-ring service</li> <li>• Telephone assistance plan</li> <li>• Optional calling plans</li> <li>• Sups</li> <li>• Expedite</li> </ul>	<ul style="list-style-type: none"> <li>• Record Activity</li> <li>• Outside Moves [F &amp; T]</li> </ul>
Basic Exchange – Business (Single Line/Multi Lines)	<ul style="list-style-type: none"> <li>• Assume As Is/As Specified</li> <li>• New Activity</li> <li>• Disconnect Activity</li> <li>• Change Activity</li> <li>• Suspend &amp; Restore (Vac &amp; Non-Pay)</li> <li>• Local Directory Lstg for Main, Additional Main and Additional Listing</li> </ul>	<ul style="list-style-type: none"> <li>• Installment Billing</li> <li>• SPP FID on CSR</li> <li>• Denied for NP</li> <li>• Bus to Res TOS change</li> <li>• Bill Under FIDs on CSR</li> <li>• TYA FID on CSR</li> <li>• Multi line hunting new/changed</li> <li>• Remote Call Forwarding on all order types except disconnects</li> <li>• Regulated Jacks</li> <li>• Toll Restriction Zero Minus</li> <li>• Paging USOC charges on a SUP</li> <li>• 800 service noted in Remarks</li> </ul>	<ul style="list-style-type: none"> <li>• Record Activity</li> <li>• Outside Moves [F &amp; T]</li> </ul>

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Resale Services and Unbundled Network Elements	Order Types Mechanically Generated	Exceptions	Order Types Not Currently Flowed
		<ul style="list-style-type: none"> <li>• Complex TOS</li> <li>• Additional Labor Charges</li> <li>• Quantity of lines <math>\geq 25</math></li> <li>• Expedite</li> <li>• Network Interface device request is populated</li> <li>• Optional Call Plans</li> <li>• Pending Orders</li> <li>• Sups</li> </ul>	
<b>RESALE CONT.</b> Complex Business – <ul style="list-style-type: none"> <li>• PBX (DID &amp; Trunks)</li> <li>• ISDN (BRI &amp; PRI)</li> <li>• Centrex</li> </ul>			All Activity/Line Activity types would drop to manual handling
<b>LOOP:</b>			
<ul style="list-style-type: none"> <li>• 8db Standard</li> <li>• 5db Conditioned</li> </ul>	<ul style="list-style-type: none"> <li>• New Activity</li> <li>• Disconnect Activity</li> <li>• Change Activity - add or delete circuit</li> <li>- Line Activity (LNA) Disconnect; New</li> </ul>	<ul style="list-style-type: none"> <li>• Related PONS (RPON field populated)</li> <li>• Projects</li> <li>• 10+ Loops</li> <li>• New BAN</li> <li>• Hicap order with quantity &gt;4</li> <li>• Hicap and reserved due date</li> <li>• Expedite</li> <li>• Sups</li> </ul>	<ul style="list-style-type: none"> <li>• AIT does not accept: EDI Move, Record, Assume As Is, or Assume /s</li> <li>• Specified orders for Loop requests</li> <li>• Line Activity of "C"</li> <li>• Coordinated Cuts drop to Network (DFTT included)</li> </ul>
<b>PORTS: (ULS)</b>			
<ul style="list-style-type: none"> <li>• ADTS</li> <li>• Centrex</li> <li>• DID</li> <li>• ISDN – Direct or Centrex</li> <li>• ISDN Prime/PRI</li> <li>• PBX</li> </ul>			<ul style="list-style-type: none"> <li>• All Activity/Line Activity types would drop for manual handling</li> </ul>

Resale Services and Unbundled Network Elements	Order Types Mechanically Generated	Exceptions	Order Types Not Currently Flowed
<b>LOOP with Number Portability (LSNP)</b>			
			All Activity/Line Activity types drop for manual handling
<b>Number Portability (LNP)</b>			
	<ul style="list-style-type: none"> <li>Assume As Specified on simple Res or Bus Pots services</li> </ul>	<ul style="list-style-type: none"> <li>Related PON field populated (RPON)</li> <li>Project field populated, or Q &gt; 99</li> <li>Final Bill Address present</li> <li>Pending Activity detected</li> <li>Complex TOS</li> <li>Sups (revisions)</li> <li>Contract FID on CSR</li> <li>CPE USOC on CSR</li> <li>Bill Under FID on CSR</li> <li>800 Service USOCs found on CSR</li> <li>Toll, or 800 found in remarks</li> <li>Deny for Non-Payment (DNP) found on CSR</li> <li>Scan Alert found on CSR</li> <li>Answering Service patrons (ASL) found on CSR</li> <li>Cross-Reference FID found on CSR</li> <li>Paging USOCs found on CSR</li> <li>Minimum due date blank on LNP Schedule Date Table</li> </ul>	<ul style="list-style-type: none"> <li>Record &amp; Outside Moves</li> <li>Suspend &amp; Restore</li> <li>Coordinated Cuts drop to Network (DFTT included)</li> <li>Partial Disconnects</li> </ul>

Resale Services and Unbundled Network Elements	Order Types Mechanically Generated	Exceptions	Order Types Not Currently Flowed
<b>Loop with Port (CPO or UNE-P)</b>			
<ul style="list-style-type: none"> <li>• UNE-P Residence-POTS</li> <li>• UNE-P Business Loop-POTS</li> <li>• UNE-P Business Port-POTS (10-00 targeted implementation)</li> </ul>	<ul style="list-style-type: none"> <li>• Assume as Specified (Resale/Retail to UNE-P)</li> <li>• Assume As Is (Resale/Retail to UNE-P)</li> <li>• New/Add</li> <li>• Change</li> <li>• Disconnect</li> </ul>	<ul style="list-style-type: none"> <li>• Sups (revisions)</li> <li>• Related PON field populated (RPON)</li> <li>• Remote Call Forwarding</li> <li>• Contract FID on CSR</li> <li>• Deny for Non-payment (DNP) on CSR</li> <li>• Assume As Specified or Assume As Is on an acct. already established as UNE-P</li> <li>• Pending Activity</li> <li>• Complex TOS</li> <li>• Quantity of lines <math>\geq 25</math></li> <li>• Complex listing</li> <li>• Circuit found on CSR and ACT = V or W</li> <li>• Scan Alert FID on CSR</li> <li>• Bill Under FID on CSR</li> <li>• OTN on incoming order</li> <li>• 800 service noted in remarks</li> <li>• Additional labor charges detected on incoming order</li> <li>• TOS changed from RES to BUS</li> <li>• Complex listing record type code</li> <li>• Non-standard telephone no. for a directory line</li> <li>• Nick name (i.e.: Jones. Michael ((Mickey))</li> <li>• Directory Ordering remarks</li> <li>• White Page Products (WPP) (i.e.: foreign directory)</li> <li>• Omit listing or omit TN from Street Directory</li> <li>• Line found without line USOC on CSR</li> <li>• Assume order and ZRUS FID found on CSR</li> <li>• Service address not in SAG (ZZ instead of IT qualifier)</li> <li>• C order rec'd after a D to add transfer of calls.</li> <li>• Cross-Reference FID on order</li> <li>• TDD on incoming order</li> </ul>	<ul style="list-style-type: none"> <li>• Record and Move order types are not accepted</li> <li>• Coordinated Cuts drop to Network (DFTT included)</li> <li>• Partial Disconnects</li> </ul>

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<b>Resale Services and Unbundled Network Elements</b>	<b>Order Types Mechanically Generated</b>	<b>Exceptions</b>	<b>Order Types Not Currently Flowed</b>
		<ul style="list-style-type: none"> <li>Multi-ring service requested</li> </ul>	
<b>Digital Subscriber Line Service (Unbundled Loop)</b>			
	<ul style="list-style-type: none"> <li>New Activity</li> <li>Change Activity - add or delete circuit</li> <li>Line Activity (LNA) Disconnect; New</li> </ul>	<ul style="list-style-type: none"> <li>Sups</li> <li>Related PONS (RPON field populated)</li> <li>Projects</li> <li>10+ Loops</li> <li>New Ban</li> <li>Hicap order with quantity &gt;4</li> <li>Hicap and reserved due date</li> </ul>	<ul style="list-style-type: none"> <li>Record and Move order types are not accepted</li> <li>Coordinated Cuts drop to Network (DFTT included)</li> <li>Disconnect Ban</li> </ul>
<b>Digital Subscriber Line Service (Line Sharing- Non DLE)</b>			
	<ul style="list-style-type: none"> <li>New Activity</li> <li>Change Activity-add or delete circuit</li> <li>Line Activity (LNA) Disconnect; New</li> </ul>	<ul style="list-style-type: none"> <li>Flow through for New Activity targeted for 12/02/00</li> <li>Sups</li> </ul>	<ul style="list-style-type: none"> <li>Record and Move order types are not accepted</li> <li>Coordinated Cuts drop to Network (DFTT included)</li> <li>Disconnect Ban</li> <li>After 12/02/00 (targeted) only Disconnect Ban will not flow</li> </ul>
<b>Digital Subscriber Line Service (Line Sharing and Subloop- DLE)</b>			
	<ul style="list-style-type: none"> <li>New Activity</li> <li>Change Activity –add or delete circuit or change profile</li> <li>Line Activity(LNA) Disconnect; New</li> </ul>	<ul style="list-style-type: none"> <li>Flow Through for New; Change targeted for 12/02/00</li> <li>Sups</li> </ul>	<ul style="list-style-type: none"> <li>Record and Move order types are not accepted</li> <li>Coordinated Cuts drop to Network (DFFT included)</li> <li>Disconnect Ban</li> <li>After 12/02/00 (targeted) only Disconnect Ban will not flow</li> </ul>